

The logo for 2RING, featuring the word "2RING" in a white, bold, sans-serif font on a red rectangular background. The background of the entire slide is a light green gradient with a large, detailed image of a lime slice on the right side, from which several green droplets are falling. In the bottom right corner, there are faint, concentric white circles.

2RING

PHONE SERVICES .. IPPS Advanced Edition

Enhance the strength of your Cisco Unified Communications Manager (CUCM) with 100+ additional features delivered by a single solution
- 2Ring PHONE SERVICES.

Juice-Up Your
Unified Communications!

PHONE SERVICES .. IPPS Advanced Edition

Directories & Contact Synchronization

All Contacts, All Devices

Collect contacts from multiple information systems and access them with whichever device you are currently in love with. This could be a Cisco IP Phone, your cell phone, the Intranet, your work station, your tablet, and even your email client.

The Power of Quick Search

Search contacts at any level, from a master directory (entire organization) to a sub group (suppliers), without the need to repeatedly press a key to get to the proper letter in a search on your phone. Just hitting a phone key once immediately associates the contact search with all the letters under the key. All that is left is to pick up the receiver and the number will be dialed.

Synchronize

Use a simple wizard to set up your synchronization rules and let the magic begin. Our synchronization system will automatically check for updates from both corporate and personal sources, including LDAP (MS Active Directory, OpenLDAP, DC directories on Cisco UCM), MS Exchange, Lotus Notes, Gmail, and Facebook.

CLID

Detailed Caller ID

Benefit from the most detailed caller ID you have ever seen. This includes standard contact items such as first and last name, company, phone, e-mail, and photo. However, it can also include a set of custom variables, taken, for example, from your ERP system, and up-to-date information on the calling client's balance, unpaid invoices, etc.

CRM Pop-Up

Not yet ready to work as real contact center agents? Don't have the funds to purchase a real contact center yet? Consider 2Ring DESKTOP Client, which will display advanced Caller ID information (see above) including a link to the caller's account in your CRM/IS system. Do you have multiple customers calling from the same phone line? DESKTOP Client shows all accounts associated with a certain number, allowing your staff to first identify who is calling and then select the appropriate item to open from a list.

PhoneLock

Protect Your Cisco IP Phone

Use a short personal PIN code to stop any unwanted calls from your unattended Cisco IP Phone, to guard access to your personal directories, and to prevent other than emergency phone calls from being made from your extension.

Messaging

Add Paging

Why bother with analog cabling in your office when you can make "Public Announcements" on your existing Cisco infrastructure? Establishing a one-way voice broadcast can now be done on the fly. Use it to gather people for an impromptu meeting, announce the arrival of a visitor, or notify everyone of an emergency. Pre-recorded announcements can also be scheduled and auto-played at selected times.

Add Texting

Use your Cisco IP Phone or the web UI to send texts to local extensions as well as cell phones.

Messaging Templates

Enhance your messaging experience with the use of templates. Each template can include text, images, and even pre-recorded audio message.

Even More Paging

Paging can be started from a Cisco IP Phone, from a web UI, or by simply calling a number. This also allows you to page Cisco Jabber, cell phones, or any external phone.

Reporting

Call Reporting & Alerting

2Ring PHONE SERVICES also comes with basic historical reporting (who called which number and when). It even allows you to review currently active calls.

Alerting

Certain events on your network can trigger alerts to be sent via email, SMS, IP text message, call, or page. Examples of alerts are a call placed to 911, a call that lasts more than 1 hour, or a call to another country.

Missed Call Notification

Get notified about missed calls on your extension via auto-sent SMS and/or email.

Weather Alerts

Enhance your employees' awareness by notifying them of relevant weather alerts announced by the US National Weather Service directly on the display of Cisco IP Phones.

Clients

Outlook, Jabber & More

Enable one-click calling from popular applications like MS Outlook, Cisco Jabber, and Android devices with 2Ring PHONE SERVICES clients.

Extension Mobility - Easy Sign On

Have users automatically logged in to and logged out from their Cisco IP phones based on the current "status" of their Windows workstation.

@CiscoCC

Silent monitoring & Whisper Coaching

Let team leaders monitor the call traffic of their subordinates, and even allow them to provide training via the use of whisper coaching. All this is available directly on CUCM; no contact center licenses are necessary. Also, review the CRM Pop-Up functionality described above in the Caller ID section.

Other

Go Green, Virtualize


2Ring PHONE SERVICES can be deployed to your existing environment using virtualization (Cisco UCS, VMware Server, MS Hyper-V, etc.), and it is approved for co-residency on Cisco Business Edition 6000 (BE 6000) with other Cisco or 3rd party approved solutions.

2Ring .. EMEAR

ADDRESS Galvaniho 15/C
821 04 Bratislava
Slovak Republic
PHONE +421 (2) 5822 4550
FAX +421 (2) 5822 4850
EMAIL info@2Ring.com
MORE INFO www.2Ring.com/IPPS
MORE INFO www.2Ring.com/NewJuice

2Ring .. Americas + APAC

ADDRESS 8880 Cal Center Drive
Suite 400, Sacramento
CA 95826
PHONE (916) 426-3790
FAX (916) 426-3791
EMAIL info-us@2Ring.com

 @2Ring4UC

